

Pramod I Jethwa  
 Lala Lajpat Rai Township  
 C-1104  
 Near Mokaji Circle  
 Nana Mava Road  
 Dist.: -Rajkot  
 Pin Code 30005

|                   |
|-------------------|
| <b>EXPERIENCE</b> |
|-------------------|

| Employer                     | Location | Job Profile                   | From       | To         | Responsibilities                                                     |
|------------------------------|----------|-------------------------------|------------|------------|----------------------------------------------------------------------|
| TataChimials.ltd             | Mithapur | Trainee Engineer              | JAN 2009   | June 2009  | OS & Software Installation                                           |
| Jetking.pvt.ltd              | Rajkot   | System Admin                  | Nov 2009   | Dec 2012   | Computer peripheral & Network Maintains, OS & Software Installation  |
| IMSI pvt.ltd                 | Mundra   | Sr Technical Support Engineer | Jan 2013   | Feb 2016   | Camera & Network Maintains, printer & Software Installation          |
| Genius Group Of Institutions | Rajkot   | IT Head/Admin Head            | March 2016 | March 2024 | Managing a Admin Team And IT technical staff & All IT Matters        |
| Hi-ConTechnocast.pvt.ltd     | Rajkot   | IT Manger                     | April 2024 | Running    | Managing a Admin & All IT Matters ,Anti Virus ,Firewall, IPBX Camera |

## **Tata Chemical .ltd**

**Customer Site: Mitha pur,**  
**Trainee Support Engineer**

- Troubleshooting Remotely Via Dame Ware and Remote Desktop and on call. Routine Data Backup. Identify, diagnoses, and resolves network problems.
- SAP, Antivirus Management for entire site.
- Route assign tickets to appropriate support group if necessary.
- Identifying and escalating high priority, high severity issues.
- Manage windows users' authentication and mail servers client issues.
- Follow up with end users, if necessary, for closure of pending tickets.
- follow up with support groups, if necessary, for closure of pending tickets

## **Jetking.pvt.ltd**

**Customer Site: Rajkot,**  
**Technical Support Engineer**

- Troubleshooting Remotely VNC VIWER and Remote Desktop and on call. Routine Data Backup. Identify, diagnoses, and resolves network problems.
- Installing LINUX with all computer lab
- Performs general preventative maintenance tasks on computers, laptops and printers. Customize desktop hardware to meet user specifications and site standards. Dealing with Hardware and application support queries and issues reported to the support desk.
- Responsible for maintaining the computer systems of a company. Server management is a primary responsibility, and would be responsible for installing, maintaining (PC & Laptops) and upgrading software.
- Follow-up with support groups, if necessary, for closure of pending tickets

## **IMSI India Pvt. Ltd (Partner with IBM India)**

- **Customer Site: Adani Ports SEZ, Mundra, Kutch**
- *L2 Senior Support Engineer*

- Troubleshooting Remotely via RDP and Tivoli IBM remote tool. Identify, diagnose s, and resolves network problems/Issues.
- SAP, Antivirus Management for entire site.
- Route assigntickets to appropriate support group if necessary.
- Identifying and escalating high priority, high severityissues.
- Manage windows users' authentication andmail servers client issues.
- Follow-up with end users,if necessary,for closure of pending tickets.
- Follow-up with support groups, if necessary,for closure of pending tickets
- Server management is a primary responsibility, and would be responsible for installing, maintaining (PC & Laptops) and upgrading software.

## **Genius Group Of Institutions**

Customer Site: Rajkot,

### **System IT Head**

- Managing a team of over 30 administrative & 4 technical staff
- Strengthening the IT infrastructure through to implementing new technologies.
- Responsible for hardware and software installation, maintenance and repair.
- Manage the IT budgets and expenditure on hardware and software.
- Developing & maintaining the company IT systems, software and databases.
- Recommending and implementing improvements and efficiencies
- Reporting to the CEO & Chairman
- Having excellent time management, confidentiality & communication skills.
- Having strong IT, commercial, planning and budgeting skills. Management of server software and associated backup routines.
- Responsible for the recruitment and training of new staff.
- Maintaining documentation of changes regarding users, functions & systems.
- Responsible for maintaining the computer systems of a company. Server management is a primary responsibility, and would be responsible for installing, maintaining (PC & Laptops, Camera) and upgrading software.
- Coordinate with all vendor like projector, system, antivirus, firewall, cctv-camera
- Purchase & maintain all inventory

## **Sunshine Group Of Institutions**

**Customer Site: Rajkot,  
System IT Head**

- Managing a team of over technical staff
- Maintain All Branches Web Site & ERP
- Maintain All Branches IT Assets
- Responsible for transforming the utility department from all manual processes to automated processes utilizing information technology.
- Strengthening the IT infrastructure through implementing new technologies.
- Responsible for hardware and software installation, maintenance and repair.
- Manage the IT budgets and expenditure on hardware and software.
- Developing & maintaining the company IT systems, software and databases.
- Recommending and implementing improvements and efficiencies
- Reporting to the Direct Chairman
- Having excellent time management, confidentiality & communication skills.
- Having strong IT, commercial, planning and budgeting skills. Management of server software and associated backup routines.
- Responsible for the recruitment and training of new staff.
- Maintaining documentation of changes regarding users, functions & systems.
- Responsible for maintaining the computer systems of a company. Server management is a primary responsibility, and would be responsible for installing, maintaining (PC & Laptops, Camera) and upgrading software.
- Coordinate with all vendor like projector, system, antivirus, firewall, cctv-camera
- Purchase & maintain all inventory

## **Hi-Con Technocast.pvt.ltd**

**Customer Site: Rajkot Metoda ,  
System IT Manger**

- Managing a team of over technical staff
- Managing Sophos Firewall, IPBX, 2Nas Storage
- Maintain All Branches IT Assets
- Responsible for transforming the utility department from all manual processes to automated processes utilizing information technology.
- Strengthening the IT infrastructure through to implementing new technologies.
- Responsible for hardware and software installation, maintenance and repair.
- Manage the IT budgets and expenditure on hardware and software.
- Developing & maintaining the company IT systems, software and databases.
- Recommending and implementing improvements and efficiencies
- Reporting to the Direct Chairman
- Having excellent time management, confidentiality & communication skills.
- Having strong IT, commercial, planning and budgeting skills. Management of server software and associated backup routines.
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- Purchase & maintain all inventory

## CAREER OBJECTIVE

- o To wholeheartedly participate in a challenging and growth oriented organization involved in IT field.

## Summary

- Completed **MCSA 1 Paper** (70-410)
- Completed **CCNA**
- Sound knowledge of Maintaining & Installing **Server 2012 R2**.
- Strong background in Hardware & Software Troubleshooting, and networking.
- Sound knowledge Computer & Peripherals, as well as networking.
- Strong background in IT Training

## Skills

- Operating System : Dos, Linux, Cent OS Windows Family (Include Server 2012 R2)

## Education Qualification

| Course                 | Year of Passing       | Marks | University/Board                        |
|------------------------|-----------------------|-------|-----------------------------------------|
| MCSA PAPER<br>(70-410) | ONLY Training<br>PASS |       | Rajkot, AIM carrier                     |
| CCNA                   | ONLY Training<br>PASS |       | Rajkot, AIM carrier                     |
| A+N+                   | Jan-2011              | 75    | Rajkot, Gujarat                         |
| Graduate               | March-2010            | Pass  | Saurashtra University, Rajkot, Gujarat. |
| H.S.C.                 | March-2007            | 48    | G.H.S.E.B                               |
| S.S.C.                 | March-2005            | 70    | G.S.E.B.                                |

## Personal Details

|            |                                                                            |
|------------|----------------------------------------------------------------------------|
| Sex        | : Male                                                                     |
| Birth Date | : 18 <sup>th</sup> November, 1987                                          |
| E-mail     | : <a href="mailto:prem.jethwa5505@gmail.com">prem.jethwa5505@gmail.com</a> |
| Mobile     | : 9904936771                                                               |
| Status     | : Married                                                                  |
| Languages  | : English, Hindi, Gujarati                                                 |
| Pan No     | :BCDPJ7374Q                                                                |

## Declaration

- I do hereby declare that the information stated above is true to best of my knowledge and belief.

(PRAMOD I JETHWA).